

PERFORMANCE INDICATOR DOCUMENTATION

PROGRAM: OFFICE OF FINANCIAL INSTITUTIONS

OBJECTIVE I.1: Through 2010, the Depository Division will proactively supervise 100% of state chartered depository institutions by conducting 100% of scheduled examinations, reporting the examination results within one month of receipt of the draft report, and acting on complaints within 10 days of receipt.

Primary persons who will benefit from or be significantly affected by this objective: depository institutions; depositors; general public; stockholders; federal regulators; legislature

INDICATOR NAME: Total assets regulated (in billions)

INDICATOR LaPAS PI CODE: 11619

1. Type and Level: Input, GPI

2. Rationale: This indicator measures the total assets of banks, thrifts, trust companies, holding companies, and credit unions supervised by OFI. It is important to monitor assets in order to estimate revenues and manpower needs.

3. Use: Semi-annual assessments of financial institutions (fees paid to OFI by depository institutions for cost of regulation) are based in part on assets of the regulated entity. Significant asset growth may result in an increase in the number of man-hours used in off-site monitoring and actual examinations. This indicator is used in the annual operational plan.

4. Clarity: There are no unclear terms associated with this indicator.

5. Validity, Reliability and Accuracy: The Legislative Auditor conducted a performance audit in 1997. This indicator was not used at that time but was implemented following review by the Office of Planning and Budget and the Legislative Fiscal Office as general performance information. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.

6. Data Source, Collection and Reporting: Credit unions submit reports directly to OFI. Banks, savings banks, and savings associations submit reports directly to federal regulators, and OFI subsequently downloads this information. Actual figure reported annually. Banks, savings banks, and savings associations submit quarterly reports. Savings association reports are received by OFI approximately four weeks after the quarter has ended. OFI downloads bank, savings bank, and savings association data from federal regulators approximately six weeks after the quarter has ended. Credit unions with total assets of \$50 million or more submit quarterly reports; all other credit unions submit semiannual reports. This credit union information is received approximately three

weeks after the end of the applicable period.

7. Calculation Methodology: Data reported for all types of depository institutions is added together for a total of assets regulated.

8. Scope: Aggregated

9. Caveats: None

10. Responsible Person: Joe Gardner, Deputy Chief Examiner, 225-925-4660

INDICATOR NAME: Number of complaints received---banks/thrifts

INDICATOR LaPAS PI CODE: 11617

1. Type and Level: Input, GPI

2. Rationale: Tracking the number of complaints received over a period of time is a good way to identify fluctuations in the level of complaint activity. A large increase in complaints may be indicative of problems in the industry.

3. Use: A large increase in complaints may be indicative of trends or problems in the industry to which management needs to respond or may be indicative of needed legislative changes. This indicator is used in the annual operational plan.

4. Clarity: Only written complaints are considered official complaints filed.

5. Validity, Reliability and Accuracy: The Legislative Auditor conducted a performance audit in 1997. This indicator was not used at that time but was implemented following review by the Office of Planning and Budget and the Legislative Fiscal Office as general performance information. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.

6. Data Source, Collection and Reporting: The secretary for OFI's legal division monitors the receipt and resolution of complaints and tracks them in an Access database. Complaints are recorded and updated continuously as they are received and processed. The number received is reported annually.

7. Calculation Methodology: Standard calculation.

8. Scope: Aggregated

9. Caveats: None

10. Responsible Person: Gary Newport, Chief Attorney, 225-925-4660

INDICATOR NAME: Number of complaints received---credit unions

INCICATOR LaPAS CODE: 11618

1. Type and Level: Input, GPI

2. Rationale: Tracking the number of complaints received over a period of time is a good way to identify problems in the industry.

3. Use: A large increase in complaints may be indicative of trends or problems in the industry to which management needs to respond or may be indicative of needed legislative changes. This general indicator will be used in the annual operational plan

4. Clarity: Only written complaints are considered official complaints filed.

5. Validity, Reliability and Accuracy: The Legislative Auditor conducted a performance audit in 1997. This indicator was not used at that time but was implemented following review by the Office of Planning and Budget and the Legislative Fiscal Office as general performance information. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.

6. Data Source, Collection and Reporting: The secretary for OFI's legal division monitors the receipt and resolution of complaints and tracks them in an Access database. Complaints are recorded and updated continuously as they are received and processed. The number received is reported annually.

7. Calculation Methodology: Standard Calculation

8. Scope: Aggregated

9. Caveats: None

10. Responsible Person: Gary Newport, Chief Attorney, 225-925-4660.

INDICATOR NAME: Number of examinations conducted---banks/thrifts

INDICATOR LaPAS PI CODE: 11615

1. **Type and Level:** Output, GPI
2. **Rationale:** Tracking the number of examinations conducted over a period of time measures our ability to fulfill the legislative mandate to examine all entities in accordance with policy.
3. **Use:** It may be used to identify fluctuations in workload and manpower needs. This indicator is used in the annual operational plan.
4. **Clarity:** An examination is an on-site safety and soundness examination of a bank/thrift conducted by a team of OFI examiners either independently or in conjunction with the FDIC/FRB.
5. **Validity, Reliability and Accuracy:** The Legislative Auditor conducted a performance audit in 1997. This indicator was used at that time. It was found to be clear, easily understood, and consistent with the objective. However, because the Legislative Auditor determined that it did not measure progress towards the objective, it was moved to a general performance table. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.
6. **Data Source, Collection and Reporting:** An internal log is maintained on a database to track examination data. Examination data is recorded upon receipt of the draft report of examination from the district office. It is monitored continuously and is reported annually.
7. **Calculation Methodology:** The number conducted includes those exams that have commenced during the reporting period.
8. **Scope:** Aggregated
9. **Caveats:** None
10. **Responsible Person:** Kerry Morris, Deputy Chief Examiner, 225-925-4660.

INDICATOR NAME: Number of examinations conducted---credit unions

INDICATOR LaPAS PI CODE: 11616

1. **Type and Level:** Output, GPI
2. **Rationale:** Tracking the number of examinations conducted over a period of time measures our ability to fulfill the legislative mandate to examine all entities in accordance with policy.
3. **Use:** It may be used to identify fluctuations in workload and manpower needs. This indicator is

used in the annual operational plan.

4. Clarity: An examination is an on-site safety and soundness examination of a credit union conducted by a team of OFI examiners either independently or in conjunction with the NCUA.

5. Validity, Reliability and Accuracy: The Legislative Auditor conducted a performance audit in 1997. A similar indicator, “number of institutions examined,” was used at that time. It was found to be clear, easily understood, and consistent with the objective. However, because the Legislative Auditor determined that it did not measure progress towards the objective, it was moved to a general performance table. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.

6. Data Source, Collection and Reporting: An internal log is maintained on a database to track examination data. Examination data is recorded upon receipt of the draft report of examination from the district office. It is monitored continuously and is reported annually.

7. Calculation Methodology: The number conducted includes those exams that have commenced during the reporting period.

8. Scope: Aggregated

9. Caveats: None

10. Responsible Person: Joe Gardner, Deputy Chief Examiner, 225-925-4660.

INDICATOR NAME: Percentage of examinations conducted as scheduled---banks/thrifts

INDICATOR LaPAS PI CODE: 11609

1. Type and Level: Efficiency, Key

2. Rationale: Monitoring the percentage of examinations conducted as scheduled is critical to ensure compliance with legislative mandates as well as fulfilling cooperative examination agreements with federal regulatory agencies.

3. Use: Management monitors this percentage to determine if manpower and/or performance levels are adequate as well as allowing us to track compliance with agreements with federal regulators regarding the divided examination program. This indicator is reported in the annual operational plan.

4. Clarity: There are no unclear terms associated with this indicator.

5. Validity, Reliability and Accuracy: The Legislative Auditor conducted a performance audit in 1997. A similar indicator, “number of institutions examined,” was used at that time. It was found to be clear, easily understood, and consistent with the objective. However, because the Legislative Auditor determined that it did not measure progress towards the objective, it was modified to reflect the percentage of examinations conducted as scheduled. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.

6. Data Source, Collection and Reporting: The Deputy Chief Examiner maintains a schedule of examinations to be conducted, which is developed in cooperation with the FDIC/FRB. She compares the number of examinations completed (information obtained from OFI’s database) with the examination schedule to determine if examinations were conducted according to schedule. At the completion of each quarter, the Deputy Chief Examiner reviews the schedule of examinations for compliance with the schedule.

7. Calculation Methodology: The number of examinations conducted within OFI’s scheduling guidelines divided by the total number of examinations conducted.

8. Scope: Aggregated

9. Caveats: None

10. Responsible Person: Kerry Morris, Deputy Chief Examiner, 225-925-4660.

INDICATOR NAME: Percentage of examinations conducted as scheduled---credit unions

INDICATOR LaPAS PI CODE: 11610

1. Type and Level: Efficiency, Key

2. Rationale: Monitoring the percentage of examinations conducted as scheduled is critical to ensure compliance with legislative mandates as well as fulfilling cooperative examination agreements with federal regulatory agencies.

3. Use: Management monitors this percentage to determine if manpower and/or performance levels are adequate. This indicator is reported in the annual operational plan.

4. Clarity: There are no unclear terms associated with this indicator.

5. Validity, Reliability and Accuracy: The Legislative Auditor conducted a performance audit

in 1997. A similar indicator, “number of institutions examined,” was used at that time. It was found to be clear, easily understood, and consistent with the objective. However, because the Legislative Auditor determined that it did not measure progress towards the objective, it was modified to reflect the percentage of examinations conducted as scheduled. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.

6. Data Source, Collection and Reporting: The Deputy Chief Examiner maintains a schedule of examinations to be conducted, which is developed in cooperation with the National Credit Union Association, the federal counterpart. He compares the number of examinations completed (information obtained from OFI’s database) with the examination schedule to determine if examinations were conducted according to schedule. At the completion of each quarter, the Deputy Chief Examiner reviews the schedule of examinations for compliance with the schedule.

7. Calculation Methodology: The number of examinations conducted within OFI’s scheduling guidelines divided by the total number of examinations conducted.

8. Scope: Aggregated

9. Caveats: None

10. Responsible Person: Joe Gardner, Deputy Chief Examiner, 225-925-4660.

**INDICATOR NAME: Percentage of examination reports processed within 1 month---
banks/thrifts**

INDICATOR LaPAS PI CODE: 11611

1. Type and Level: Efficiency, Key

2. Rationale: Management uses this indicator to monitor productivity and determine manpower needs. It is also important to the depository institution examined to receive a report of the examination in a timely manner.

3. Use: Management monitors this percentage to determine if manpower and/or performance levels are adequate. This indicator is reported in the annual operational plan.

4. Clarity: There are no unclear terms associated with this indicator.

5. Validity, Reliability and Accuracy: The Legislative Auditor conducted a performance audit in 1997. This indicator was not used at that time. OFI was found to be lacking in indicators that measured progress towards the objective. This indicator was implemented following review by the

Office of Planning and Budget and the Legislative Fiscal Office. The OFI employee responsible for The accuracy of the reported data is listed in #10 below

6. Data Source, Collection and Reporting: Report processing time is tracked as clerical staff continually input key dates into a Foxpro database which generates turnaround time reports on an as-needed basis. The Deputy Chief Examiner verifies the accuracy of the report processing input dates on a quarterly basis. Report processing time is reported quarterly in the operational plan.

7. Calculation Methodology: The total number of examination reports processed within 30 days of the examination team exiting the institution is divided by the total number of reports to come up with the percentage processed within 30 days.

8. Scope: Aggregated

9. Caveats: Prior to the 04-05 fiscal year, the processing time included the date the report was received in the main office through the date it was mailed to the financial institution. It now includes the period that the report is finalized and reviewed in the field office prior to being transmitted to the main office. The goal is to complete the processing within one month of the examination team exiting the financial institution.

10. Responsible Person: Kerry Morris, Deputy Chief Examiner, 225-925-4660.

INDICATOR NAME: Percentage of examination reports processed within 1 month---credit unions

INDICATOR LaPAS PI CODE: 11612

1. Type and Level: Efficiency, Key

2. Rationale: Management uses this indicator to monitor productivity and determine manpower needs. It is also important to the depository institution examined to receive a report of the examination in a timely manner.

3. Use: Management monitors this percentage to determine if manpower and/or performance levels are adequate. This indicator is reported in the annual operational plan.

4. Clarity: There are no unclear terms associated with this indicator.

5. Validity, Reliability and Accuracy: The Legislative Auditor conducted a performance audit in 1997. This indicator was not used at that time. OFI was found to be lacking in indicators that measured progress towards the objective. This indicator was implemented following review by the

Office of Planning and Budget and the Legislative Fiscal Office. The OFI employee responsible for The accuracy of the reported data is listed in #10 below

6. Data Source, Collection and Reporting: Report processing time is tracked as clerical staff continually input key dates into a Foxpro database which generates turnaround time reports on an as-needed basis. The Deputy Chief Examiner verifies the accuracy of the report processing input dates on a quarterly basis. Report processing time is reported quarterly in the operational plan.

7. Calculation Methodology: The total number of examination reports processed within 30 days of the examination team exiting the institution is divided by the total number of reports to come up with the percentage processed within 30 days.

8. Scope: Aggregated

9. Caveats: Prior to the 04-05 fiscal year, the processing time included the date the report was received in the main office through the date it was mailed to the financial institution. It now includes the period that the report is finalized and reviewed in the field office prior to being transmitted to the main office. The goal is to complete the processing within one month of the examination team exiting the financial institution.

10. Responsible Person: Joe Gardner, Deputy Chief Examiner, 225-925-4660.

INDICATOR NAME: Percentage of complaints acted upon within 10 days---banks/thrifts

INDICATOR LaPAS PI CODE: 11613

1. Type and Level: Efficiency, Key

2. Rationale: Tracking the complaint response time identifies those complaints that are not handled in accordance with OFI policy/time frame and provides incentive for OFI staff to act upon complaints in a timely and efficient manner.

3. Use: Inadequate response time may indicate performance or manpower problems that need to be addressed. This indicator is used in the annual operational plan.

4. Clarity: There are no unclear terms associated with this indicator.

5. Validity, Reliability and Accuracy: The Legislative Auditor conducted a performance audit in 1997. This indicator was not used at that time. OFI was found to be lacking in indicators that measured progress towards the objective. This indicator was implemented following review by the Office of Planning and Budget and the Legislative Fiscal Office. The OFI employee responsible for

The accuracy of the reported data is listed in #10 below.

6. Data Source, Collection and Reporting: The secretary for OFI's legal division monitors the receipt and resolution of complaints and tracks them in an Access database. Complaints are logged and updated continuously as they are received and processed. The number received is reported annually.

7. Calculation Methodology: The number of complaints acted upon within 10 days is divided by the total number of complaints received for the quarter.

8. Scope: Aggregated.

9. Caveats: None.

10. Responsible Person: Gary Newport, Chief Attorney, 225-925-4660.

INDICATOR NAME: Percentage of complaints acted upon within 10 days---credit unions

INDICATOR LaPAS PI CODE: 11614

1. Type and Level: Efficiency, Key

2. Rationale: Tracking the complaint response time identifies those complaints that are not handled in accordance with OFI policy/time frame and provides incentive for OFI staff to act upon complaints in a timely and efficient manner.

3. Use: Inadequate response time may indicate performance or manpower problems that need to be addressed. This indicator is used in the annual operational plan.

4. Clarity: There are no unclear terms associated with this indicator.

5. Validity, Reliability and Accuracy: The Legislative Auditor conducted a performance audit in 1997. This indicator was not used at that time. OFI was found to be lacking in indicators that measured progress towards the objective. This indicator was implemented following review by the Office of Planning and Budget and the Legislative Fiscal Office. The OFI employee responsible for
The accuracy of the reported data is listed in #10 below.

6. Data Source, Collection and Reporting: The secretary for OFI's legal division monitors the receipt and resolution of complaints and tracks them in an Access database. Complaints are logged and updated continuously as they are received and processed. The number received is reported annually.

7. Calculation Methodology: The number of complaints acted upon within 10 days is divided by the total number of complaints received for the quarter.

8. Scope: Aggregated.

9. Caveats: None

10. Responsible Person: Gary Newport, Chief Attorney, 225-925-4660.

PERFORMANCE INDICATOR DOCUMENTATION

PROGRAM: OFFICE OF FINANCIAL INSTITUTIONS

OBJECTIVE I.2: Through 2010, the Nondepository Division will proactively supervise 100% of nondepository financial services providers by conducting 100% of scheduled examinations, investigating 100% of reports of unlicensed operations within 10 days, and acting upon written complaints within 30 days.

Primary persons who will benefit from or be significantly affected by this objective: general public; licensees and registrants; other governmental agencies; and the Legislature

INDICATOR NAME: Total number of active registrants

INDICATOR LaPAS PI CODE: 11628

1. Type and Level: Input, Key

2. Rationale: Tracking the number of active registrants over a period of time is useful to determine workload and manpower needs.

3. Use: This indicator is considered when determining manpower needs. It is reported in the annual operational plan.

4. Clarity: Registrants include the following categories: Licensed lenders: persons engaged in the business of making consumer loans and financing insurance premiums (finance companies, payday lenders); loan brokers: persons who, for compensation or the expectation of compensations, obtain or offer to obtain a consumer loan or mortgage loan subject to the Louisiana Consumer Credit Law from a third party for another person; sellers of checks/money transmitters: persons who engage in the selling of checks, drafts, money orders, or other instruments for the transmission or payment of money; residential mortgage lenders, brokers and originators: persons who fund residential mortgage loans, or who, for compensation or the expectation of compensation, obtain or offer to obtain loans secured by mortgages on residential property located in Louisiana; check cashers: persons who cash checks for a fee; credit repair agencies: persons who, in return for money, improve or represent that they can improve a buyer's credit record, history, or rating; pawnbrokers: persons who lend money on a deposit or pledge or who take items into possession as security for money advanced; bond for deed escrow agents: persons designated by the parties to a bond for deed transaction to distribute payments made by the buyer to the holder of a mortgage in the real property subject to the transaction; notification filers: persons engaged in selling goods or services on credit and persons who take assignment of and undertake direct collection of payments from or enforcement of rights against debtors arising from these sales or loans.

5. Validity, Reliability and Accuracy: The Legislative Auditor conducted a performance audit in 1997. A similar indicator, “total number of actual licenses/registrants by category” was used at that time. It was found to be clear, easily understood, and consistent with the objective, but did not measure progress towards the objective. Additional indicators were added to measure progress, and this indicator was retained because it is very important to document manpower needs. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.

6. Data Source, Collection and Reporting: The number of active registrants, by type of license, is stored in OFI’s database. The information is current as it is updated when licenses are issued, cancelled, or not renewed. This information is reported quarterly.

7. Calculation Methodology: The number includes all active registrants as of the end date of the reporting period.

8. Scope: Aggregated

9. Caveats: This indicator is dependent upon the number of entities that wish to engage in activities regulated by OFI.

10. Responsible Person: Susan Jandle, Financial Institutions Review Examiner, 225-925-4660.

INDICATOR NAME: Number of providers licensed or registered under the Residential Mortgage Lending Act.

INDICATOR LaPAS PI CODE: 14271

1. Type and Level: input, GPI

2. Rationale: This indicator identifies the number of nondepository financial services providers licensed or registered with OFI as residential mortgage lenders, brokers, or originators.

3. Use: Tracking this data over a period of time provides information that may be used for workload and manpower planning for examinations, licensing, and investigations. This indicator is reported in the annual operational plan.

4. Clarity: Residential mortgage lenders, brokers and originators: persons who fund residential mortgage loans, or who, for compensation or the expectation of compensation, obtain or offer to obtain loans secured by mortgages on residential property located in Louisiana.

5. Validity, Reliability and Accuracy: The Legislative Auditor conducted a performance audit in 1997. A similar indicator, “total number of actual licenses/registrants by category” was used at that time. It was found to be clear, easily understood, and consistent with the objective, but did not

measure progress towards the objective. This indicator was added as a general performance indicator to track changes in the number of RML licensees when the Residential Mortgage Lending Act was implemented 2000. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.

6. Data Source, Collection and Reporting: The number of active registrants, by type of license, is stored in OFI's database. The information is current as it is updated when licenses are issued, cancelled, or not renewed. This information will be reported annually as a general indicator in the operational plan.

7. Calculation Methodology: The number includes all active registrants in this category as of the end date of the reporting period.

8. Scope: Disaggregated. These licensees are included in figures reported for the performance indicator "total number of active registrants."

9. Caveats: This indicator is dependent upon the number of registrants who wish to engage in residential mortgage lending activities regulated by OFI and who met the requirements to do so.

10. Responsible Person: Susan Jandle, Financial Institutions Review Examiner, 225-925-4660.

INDICATOR NAME: Total number of examinations scheduled

INDICATOR LaPAS PI CODE: 11627

1. Type and Level: Input, GPI

2. Rationale: This indicator represents the number of compliance examinations scheduled. Tracking this data over a period of time provides information that may be used for workload and manpower planning.

3. Use: Tracking this data over a period of time provides information that may be used for workload and manpower planning. This indicator is reported in the annual operational plan.

4. Clarity: There are no unclear terms associated with this indicator.

5. Validity, Reliability and Accuracy: The Legislative Auditor conducted a performance audit in 1997. A similar indicator, "number of examinations," was used at that time. It was found to be clear, easily understood, and consistent with the objective. However, because the Legislative Auditor determined that it did not measure progress towards the objective, an efficiency indicator of "Percentage of scheduled examinations conducted" was implemented, and this indicator was

retained as general performance information to document workload. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.

6. Data Source, Collection and Reporting: A list of entities to be examined is provided by the main office to each district office. This data is collected quarterly to calculate the percentage of examinations conducted as scheduled and is reported annually.

7. Calculation Methodology: The figure represents the total entities to be examined by staff from all six district locations.

8. Scope: Aggregated

9. Caveats: None

10. Responsible Person: Susan Jandle, Financial Institutions Review Examiner, 225-925-4660.

INDICATOR NAME: Total number of companies reported to be operating unlicensed

INDICATOR LaPAS PI CODE: 11630

1. Type and Level: Input, GPI

2. Rationale: This indicator represents the number of companies reported to be operating without proper licensure or registration. Increased reports of unlicensed activity may require additional manpower and may require additional outreach efforts to make entities aware of licensing requirements.

3. Use: This data is used for manpower planning and to determine whether additional outreach efforts are needed to make entities aware of licensing requirements. This indicator is reported in the operational plan.

4. Clarity: There are no unclear terms associated with this indicator.

5. Validity, Reliability and Accuracy: The Legislative Auditor conducted a performance audit in 1997. This indicator was not used at that time but was implemented following review by the Office of Planning and Budget and the Legislative Fiscal Office as general indicator to provide input data for other indicators which provide information on the outcome of investigations. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.

6. Data Source, Collection and Reporting: Internal log sheets are maintained by entity type of all written notifications received. The information is collected continuously and is reported annually.

7. Calculation Methodology: The written notifications are categorized by type. The totals listed on each log sheet are combined to arrive at the total number of companies reported to be operating unlicensed.

8. Scope: Aggregated

9. Caveats: This indicator is dependent upon the consumer or other third party's knowledge that OFI regulates the entity and his or her willingness to notify this office in writing.

10. Responsible Person: Susan Jandle, Financial Institutions Review Examiner, 225-925-4660.

INDICATOR NAME: Total number of written complaints received

INDICATOR LaPAS PI CODE: 11631

1. Type and Level: Input, GPI

2. Rationale: This indicator represents the number of written complaints received from consumers, commercial entities, regulatory agencies, and licensees or registrants. Increased numbers of complaints may require additional manpower and may identify trends if repeated complaints are filed for the same licensee or type of entity.

3. Use: Increased numbers of complaints may require additional manpower and may identify trends that need to be addressed if repeated complaints are filed against the same licensee or type of entity. Increased complaints may also establish the need for legislative change. This indicator is reported in the operational plan.

4. Clarity: There are no unclear terms associated with this indicator.

5. Validity, Reliability and Accuracy: The Legislative Auditor conducted a performance audit in 1997. This indicator was used at that time. It was found to be clear, easily understood, and consistent with the objective. However, because the Legislative Auditor determined that it did not measure progress towards the objective, an efficiency indicator of "Percentage of written complaints acted upon within 30 days" was implemented, and this indicator was retained as general performance information to document the volume of complaints. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.

6. Data Source, Collection and Reporting: Internal log sheets are maintained of all written complaints received. The information is collected continuously and is reported annually.

7. Calculation Methodology: The complaints are categorized by type. The totals listed on each

log sheet are combined to arrive at the total number of written complaints received.

8. Scope: Aggregated

9. Caveats: This indicator is dependent upon the consumer or other third party's knowledge that OFI regulates the entity and his or her willingness to submit a written complaint.

10. Responsible Person: Susan Jandle, Financial Institutions Review Examiner, 225-925-4660.

INDICATOR NAME: Number of written complaints for residential mortgage lenders.

INDICATOR LaPAS PI CODE: 14269

1. Type and Level: Input, GPI

2. Rationale: This indicator represents the number of written complaints received from consumers, commercial entities, regulatory agencies, and licensees or registrants regarding residential mortgage lenders. Increased numbers of complaints may require additional manpower and may identify trends if repeated complaints are filed for the same licensee or type of entity.

3. Use: Increased numbers of complaints may require additional manpower and may identify trends that need to be addressed. Increased complaints may also establish the need for legislative change. This indicator is reported in the operational plan.

4. Clarity: There are no unclear terms associated with this indicator.

5. Validity, Reliability and Accuracy: The Legislative Auditor conducted a performance audit in 1997. A similar indicator, "number of written complaints" was used at that time. It was found to be clear, easily understood, and consistent with the objective, but did not measure progress towards the objective. An efficiency indicator was added to track timeliness of complaint resolution. This indicator was added as a general performance indicator to track the number of complaints against RML licensees when the Residential Mortgage Lending Act was implemented in 2000. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.

6. Data Source, Collection and Reporting: Internal log sheets are maintained of all written complaints received. The information is collected continuously and is reported annually.

7. Calculation Methodology: The complaints are categorized by type. This represents the cumulative total number of written complaints received for residential mortgage lenders.

8. Scope: Disaggregated. These complaints are included in figures reported for the indicator "Total number of written complaints received."

9. Caveats: This indicator is dependent upon the consumer or other third party's knowledge that OFI regulates the entity and his or her willingness to submit a written complaint.

10. Responsible Person: Susan Jandle, Financial Institutions Review Examiner, 225-925-4660.

INDICATOR NAME: Total number of violations cited

INDICATOR LaPAS PI CODE: 11623

1. Type and Level: Outcome, GPI

2. Rationale: This indicator reports the number of violations found by OFI examiners in the course and scope of routine compliance examinations.

3. Use: The frequency of examinations may need to be adjusted based on the number of violations. Increased violations may indicate a need to participate in educational programs for industry. This general indicator is reported in the operational plan.

4. Clarity: Violations refer to apparent violations of laws regulated by OFI noted at examinations of the licensed or registered entities.

5. Validity, Reliability and Accuracy: The Legislative Auditor conducted a performance audit in 1997. This indicator was not used at that time but was added to provide input information for an indicator that provides data on the monetary outcome of violations. It was implemented following review by the Office of Planning and Budget and the Legislative Fiscal Office. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.

6. Data Source, Collection and Reporting: OFI clerical staff input violations into Foxpro or Excel databases when processing reports of examinations. The information is gathered continuously and reported annually. The figure is cumulative over a fiscal year period.

7. Calculation Methodology: Reports are run from the database to determine the number of violations for the reporting period. Totals for each report are added to arrive at the final figure.

8. Scope: Aggregated

9. Caveats: None

10. Responsible Person: Susan Jandle, Financial Institutions Review Examiner, 225-925-4660.

INDICATOR NAME: Total monies refunded or rebated to consumers from cited violations

INDICATOR LaPAS PI CODE: 11624

- 1. Type and Level:** Outcome, GPI
- 2. Rationale:** This tracks the amount of monies refunded or rebated to consumers as a result of violations cited by OFI examiners during routine compliance examinations or internal investigations.
- 3. Use:** Management may consider this indicator when assessing the effectiveness of citing licensees for violations. This general indicator is reported in the operational plan.
- 4. Clarity:** There are no unclear terms associated with this indicator.
- 5. Validity, Reliability and Accuracy:** The Legislative Auditor conducted a performance audit in 1997. This indicator was in use at that time. It was found to be clear, easily understood, and consistent with the objective, but did not measure progress towards the objective. It was changed to a general performance indicator to be reported annually. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.
- 6. Data Source, Collection and Reporting:** Log sheets are maintained on FoxPro or in Excel for each entity type. The information is input by support staff or the Review Examiners. This information is collected continuously and reported annually as a general performance indicator.
- 7. Calculation Methodology:** Totals from log sheets are added to arrive at a final total. The data reported represents the total on a cumulative fiscal year basis for the reporting period.
- 8. Scope:** Aggregated
- 9. Caveats:** This indicator is dependent upon the licensee or registrant's understanding of the laws regulated by OFI and willingness to comply with the same. Additionally, this indicator is dependent upon the examiner's ability to identify areas of non-compliance.
- 10. Responsible Person:** Susan Jandle, Financial Institutions Review Examiner, 225-925-4660.

INDICATOR NAME: Percentage of investigated companies licensed

INDICATOR LaPAS PI CODE: 11629

- 1. Type and Level:** Outcome, Key
- 2. Rationale:** This represents the percentage of companies that were licensed or registered as the

result of an investigation by OFI in response to a written notice of a company operating without a license. Investigated companies are either licensed, closed, or it may be determined that a license is not required.

3. Use: Management may need to expand efforts to make companies aware of licensing requirements if there are a large number of companies unaware of the requirements. This indicator is reported in the operational plan.

4. Clarity: There are no unclear terms associated with this indicator.

5. Validity, Reliability and Accuracy: The Legislative Auditor conducted a performance audit in 1997. This indicator was not used at that time. OFI was found to be lacking in indicators that measured progress towards the objective. This indicator was implemented following review by the Office of Planning and Budget and the Legislative Fiscal Office to provide data on the outcome of investigations. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.

6. Data Source, Collection and Reporting: For each entity type, an internal log sheet or copies of correspondence are maintained for the companies reported. The complaint log is maintained continuously, and the disposition of how many reports of unlicensed activity resulted in licensing is reported quarterly as a key indicator in the operational plan.

7. Calculation Methodology: This figure represents the average percentage of the total number of companies licensed or registered as a result of an investigation divided by the total number of written reports of unlicensed companies for each entity type.

8. Scope: Aggregated.

9. Caveats: This indicator is dependent upon the accuracy of information received from third parties.

10. Responsible Person: Susan Jandle, Financial Institutions Review Examiner, 225-925-4660.

INDICATOR NAME: Percentage of companies closed or license not required

INDICATOR LaPAS PI CODE: 11622

1. Type and Level: Outcome, Key

2. Rationale: This represents the percentage of companies that were closed or did not require licensing following an investigation by OFI in response to a written notice of a company operating

without a license. Investigated companies are either licensed, closed, or it may be determined that a license is not required.

3. Use: This indicator is reviewed in conjunction with the percentage of investigated companies licensed to provide management with the results of investigations. It is reported in the operational plan.

4. Clarity: There are no unclear terms associated with this indicator.

5. Validity, Reliability and Accuracy: The Legislative Auditor conducted a performance audit in 1997. This indicator was not used at that time. OFI was found to be lacking in indicators that measured progress towards the objective. This indicator was implemented following review by the Office of Planning and Budget and the Legislative Fiscal Office to provide data on the outcome of investigations. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.

6. Data Source, Collection and Reporting: For each entity type, an internal complaint log or copies of correspondence are maintained. The log sheets or copies of correspondence are maintained continuously, and the disposition of how many complaints of unlicensed activity resulted in closing the entity or determining that the entity did not require licensing is reported quarterly as a key indicator in the operational plan.

7. Calculation Methodology: This figure represents the average percentage of the total number of companies closed or determined not to require licensing as a result of an investigation divided by the total number of written reports of unlicensed companies received.

8. Scope: Aggregated

9. Caveats: This indicator is dependent upon the accuracy of information received from third parties.

10. Responsible Person: Susan Jandle, Financial Institutions Review Examiner, 225-925-4660.

INDICATOR NAME: Total amount of refunds or rebates to consumers resulting from complaints

INDICATOR LaPAS PI CODE: 11626

1. Type and Level: Outcome, GPI

2. Rationale: This indicator tracks the amount of monies refunded or rebated to consumers as a

result of investigations of written complaints conducted by OFI examiners.

3. **Use:** Management may use this information to assess the outcome of investigations. This general indicator is reported in the operational plan.
4. **Clarity:** There are no unclear terms associated with this indicator.
5. **Validity, Reliability and Accuracy:** The Legislative Auditor conducted a performance audit in 1997. This indicator was not used at that time. This indicator was implemented following review by the Office of Planning and Budget and the Legislative Fiscal Office to provide data on the outcome of complaint investigations. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.
6. **Data Source, Collection and Reporting:** This information is tracked on internal databases or logsheets by clerical staff and/or the Review Examiners. This information is collected continuously and reported annually as a general performance indicator.
7. **Calculation Methodology:** The data reported represents the total on a cumulative fiscal year basis for the reporting period.
8. **Scope:** Aggregated
9. **Caveats:** This indicator depends upon the accuracy and the nature of the complaints received.
10. **Responsible Person:** Susan Jandle, Financial Institutions Review Examiner, 225-925-4660.

INDICATOR NAME: Percentage of scheduled examinations conducted

INDICATOR LaPAS PI CODE: 11620

1. Type and Level: Efficiency, Key

2. Rationale: The percentage of scheduled compliance examinations that were actually conducted is tracked as an efficiency measure.

3. Use: This indicator is useful to identify performance problems or manpower needs. This indicator is reported in the operational plan.

4. Clarity: The term “Examinations” refers to on-site compliance examinations conducted by OFI examiners of entities licensed or registered with this office.

5. Validity, Reliability and Accuracy: The Legislative Auditor conducted a performance audit in 1997. An indicator “number of examinations” was used at that time. It was found to be clear, easily understood, and consistent with the objective. However, because the Legislative Auditor determined that it did not measure progress towards the objective, this efficiency indicator of “Percentage of scheduled examinations conducted” was implemented. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.

6. Data Source, Collection and Reporting: The number of examinations performed are encoded by clerical staff to internal databases as reports are received from the field offices. Data for exams conducted is collected continuously and entered into OFI’s database. The percentage of the number of exams conducted compared to the suggested exam dates is determined and reported on a cumulative quarterly basis for each entity type. Then an average percentage for all entities is determined.

7. Calculation Methodology: The number of examinations conducted divided by the number of examinations represents the percentage of scheduled examinations that were conducted.

8. Scope: Aggregated

9. Caveats: This indicator is dependent upon a variety of factors: the number of experienced staff available to perform examinations at each district office; the degree of turnover at each district office; the accuracy and organization of files and documents to be examined; and the level of compliance with regulations of each entity.

10. Responsible Person: Susan Jandle, Financial Institutions Review Examiner, 225-925-4660.

INDICATOR NAME: Percentage of investigations conducted within 10 days of companies reported to be operating unlicensed

INDICATOR LaPAS PI CODE: 11621

1. Type and Level: Efficiency, Key

2. Rationale: This represents the percentage of investigations initiated within ten days of OFI's receipt of a written report of unlicensed activity. OFI's objective is to promptly investigate all written reports of unlicensed activity to ensure that all entities operating in the state are licensed and adhering to state law.

3. Use: Tracking response time provides management with performance information that may be used for manpower planning and adjustments. This data is reported quarterly as a key performance indicator in the operational plan.

4. Clarity: There are no unclear terms associated with this indicator.

5. Validity, Reliability and Accuracy: The Legislative Auditor conducted a performance audit in 1997. This indicator was not used at that time. OFI was found to be lacking in indicators that measured progress towards the objective. This indicator was implemented following review by the Office of Planning and Budget and the Legislative Fiscal Office to provide measurable data on the timeliness of investigations. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.

6. Data Source, Collection and Reporting: An internal log sheet or copies of correspondence are maintained, including the status and disposition of each report. Support staff maintain this information. The information is maintained continuously. The percentage is calculated quarterly for reporting as a performance indicator in the operational plan.

7. Calculation Methodology: This figure represents the average percentage of the total number of investigations of unlicensed activities initiated within ten days of receipt of the written notice divided by the total number of complaints of unlicensed companies.

8. Scope: Aggregated

9. Caveats: None

10. Responsible Person: Susan Jandle, Financial Institutions Review Examiner, 225-925-4660.

INDICATOR NAME: Percentage of written complaints acted upon within 30 days

INDICATOR LaPAS PI CODE: 11625

1. Type and Level: Efficiency, Key

2. Rationale: This is an efficiency measure of OFI's complaint resolution process. This data is reported quarterly as a key performance indicator in the operational plan.

3. Use: Management monitors the efficiency of the complaint resolution process to determine if adjustments to procedures or manpower are needed. This data is reported quarterly as a key performance indicator in the operational plan.

4. Clarity: There are no unclear terms associated with this indicator.

5. Validity, Reliability and Accuracy: The Legislative Auditor conducted a performance audit in 1997. An indicator of "number of written complaints existed at time. It was found to be clear, easily understood, and consistent with the objective. However, because the Legislative Auditor determined that it did not measure progress towards the objective, this efficiency indicator of "Percentage of written complaints acted upon within 30 days" was implemented. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.

6. Data Source, Collection and Reporting: An internal complaint log is maintained in the nondepository division for each entity type regulated. The logsheets contain the date the complaint was received and the status or disposition of each complaint. The complaint log is maintained continuously, and the percentage of complaints acted upon within 30 days is calculated quarterly and reported as a key indicator in the operational plan.

7. Calculation Methodology: This figure represents the average of the total number of complaints acted upon within 30 days divided by the total number of written complaints received for each entity type.

8. Scope: Aggregated

9. Caveats: None

10. Responsible Person: Susan Jandle, Financial Institutions Review Examiner, 225-925-4660.

INDICATOR NAME: Number of phone calls received from consumers and lenders on the toll-free line.

INDICATOR LaPAS PI CODE: 11632

1. Type and Level: Input, GPI

2. Rationale: This indicator was originally established to track the use of a toll-free line which was supported by statutorily dedicated funds. The Consumer Credit Education Fund was abolished by the legislature, but OFI continued to provide the toll-free service through self-generated revenues budgeted for agency operations. The Office of Planning and Budget asked that we continue to report the data as general performance information.

3. Use: This indicator shows whether consumers and lenders within the State continue to take advantage of this service. The number is publicized primarily to benefit those persons who may not have the financial means to call this office long-distance for assistance with questions or complaints. This indicator is reported annually in the operational plan.

4. Clarity: There are no unclear terms associated with this indicator.

5. Validity, Reliability and Accuracy: The Legislative Auditor conducted a performance audit in 1997. This indicator was not in use at that time. See #1 above for the history of this indicator. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.

6. Data Source, Collection and Reporting: The monthly telephone bill provides a detailed listing of calls received on the toll-free line. The total calls received are reported annually in the operational plan.

7. Calculation Methodology: The number of monthly calls are added together for the yearly total.

8. Scope: Aggregated

9. Caveats: The toll-free line is available only within the State of Louisiana as a service to Louisiana residents. It is not available in the Baton Rouge area to avoid paying incoming toll-free charges for local calls.

10. Responsible Person: Melissa Myers, Administrative Director, 225-925-4660.

PERFORMANCE INDICATOR DOCUMENTATION

PROGRAM NAME: OFFICE OF FINANCIAL INSTITUTIONS

OBJECTIVE I.3: Through 2010, the Securities Division will continue to conduct compliance examinations and investigations, where warranted, of registered broker dealers and investment advisors located in the State of Louisiana.

Primary persons who will benefit from or be significantly affected by this objective: Broker dealers and investment advisors in Louisiana; general public; federal regulators; legislators

INDICATOR NAME: Percentage of compliance examinations conducted of Louisiana broker dealers and investment advisors.

INDICATOR LaPAS PI CODE: 11633

1. **Type and Level:** Efficiency, Key
2. **Rationale:** This figure indicates the degree to which OFI's Securities Division is meeting its objective to conduct examinations of registered broker dealers and investment advisors located in Louisiana.
3. **Use:** Management uses this indicator for manpower planning and examination scheduling. This data is reported quarterly as a key performance indicator in the operational plan.
4. **Clarity:** There are no unclear terms associated with this indicator.
5. **Validity, Reliability and Accuracy:** The Legislative Auditor conducted a performance audit in 1997. This indicator was not used at that time. OFI was found to be lacking in indicators that measured progress towards its objectives. This indicator was implemented following review by the Office of Planning and Budget and the Legislative Fiscal Office to provide measurable data on the efficiency of the securities examination program. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.
6. **Data Source, Collection and Reporting:** Data on examinations conducted is maintained in OFI's database. The data is updated continuously, and the percentage is reported quarterly as a key performance indicator.
7. **Calculation Methodology:** The percentage is the number of examinations conducted divided by the number of broker dealers and investment advisors located in the state that OFI determines should be examined during the fiscal year reporting period.

8. Scope: Aggregated

9. Caveats: None

10. Responsible Person: Rhonda Reeves, Deputy Commissioner for Securities, 225-925-4660.

INDICATOR NAME: Number of broker dealers and investment advisors located in Louisiana

INDICATOR LaPAS PI CODE: 11634

1. Type and Level: Input, Supporting

2. Rationale: The number located in the state determines the number of examinations to be conducted and the manpower needed to conduct the examinations.

3. Use: Management uses this information for examination scheduling and revenue projections as well as for determining manpower needs. This information is reported twice a year as a supporting indicator in the operational plan.

4. Clarity: A broker dealer is someone other than a registered salesman or bank that engages in the business of offering, selling or trading securities. An investment advisor is a person other than a bank, lawyer, or accountant, who, for compensation, engages in advising others as to the advisability of investing in securities products.

5. Validity, Reliability and Accuracy: The Legislative Auditor conducted a performance audit in 1997. This indicator was not used at that time. This indicator was implemented following review by the Office of Planning and Budget and the Legislative Fiscal Office to provide input data for the efficiency indicator of percentage of examinations conducted. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.

6. Data Source, Collection and Reporting: The number of active licensed broker dealers and investment advisors located in the state is maintained in OFI's database. The information is updated continuously as applications are processed, expire, or are cancelled. The figure is reported twice yearly as a supporting indicator in the operational plan.

7. Calculation Methodology: The number of active Louisiana broker dealers and investment advisors are totaled as of the reporting date.

8. Scope: Aggregated

9. Caveats: None

10. Responsible Person: Rhonda Reeves, Deputy Commissioner for Securities, 225-925-4660.

INDICATOR NAME: Number of new complaints alleging violations reported

INDICATOR LaPAS PI CODE: 11635

1. Type and Level: Input, Supporting

2. Rationale: This tracks the number of written complaints of alleged violations. Significant increases in the number of complaints may be indicative of problems that may require additional manpower.

3. Use: Significant increases in the number of complaints may be indicative of industry trends requiring additional manpower to address. This indicator is reported in the operational plan.

4. Clarity: There are no unclear terms associated with this indicator.

5. Validity, Reliability and Accuracy: The Legislative Auditor conducted a performance audit in 1997. This indicator was not used at that time. This indicator was implemented following review by the Office of Planning and Budget and the Legislative Fiscal Office to track data on complaints for the securities activity as is done for other OFI activity areas. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.

6. Data Source, Collection and Reporting: The Deputy Commissioner maintains a record of all complaints. Data is collected as new complaints are received and is reported twice a year as a supporting indicator in the operational plan.

7. Calculation Methodology: This is a cumulative figure over the course of the fiscal year. There are no unclear terms associated with this indicator.

8. Scope: Aggregated

9. Caveats: None

10. Responsible Person: Rhonda Reeves, Deputy Commissioner of Securities, 225-925-4660.

INDICATOR NAME: Number of investigations

INDICATOR LaPAS PI CODE: 11636

1. **Type and Level:** Output, Supporting
2. **Rationale:** This measures how many investigations are initiated as a result of reported violations.
3. **Use:** Significant fluctuations in the number of investigations may affect manpower needs and may identify problems which can be communicated as “alerts” to the general public. This information is reported twice a year in the operational plan.
4. **Clarity:** There are no unclear terms associated with this indicator.
5. **Validity, Reliability and Accuracy:** The Legislative Auditor conducted a performance audit in 1997. This indicator was not used at that time. This indicator was implemented following review by the Office of Planning and Budget and the Legislative Fiscal Office to track data on investigations conducted by the securities activity. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.
6. **Data Source, Collection and Reporting:** Investigative files are assigned numbers, and hard file records are kept. The information on the number of investigations is reported twice a year as a performance indicator.
7. **Calculation Methodology:** This is a cumulative number from the beginning of the fiscal year.
8. **Scope:** Aggregated
9. **Caveats:** None
10. **Responsible Person:** Rhonda Reeves, Deputy Commissioner of Securities, 225-925-4660.

INDICATOR NAME: Number of enforcement actions initiated

INDICATOR LaPAS PI CODE: 11637

1. Type and Level: Outcome, Supporting

2. Rationale: This measures the number of enforcement actions taken by the Commissioner against regulated entities for violations.

3. Use: While management determines when to take enforcement actions, the number of enforcement actions taken does not necessarily impact other management decisions. This data is reported twice a year as a supporting performance indicator in the operational plan.

4. Clarity: There are no unclear terms associated with this indicator.

5. Validity, Reliability and Accuracy: The Legislative Auditor conducted a performance audit in 1997. This indicator was not used at that time. This indicator was implemented following review by the Office of Planning and Budget and the Legislative Fiscal Office to track data on enforcement actions taken against securities entities. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.

6. Data Source, Collection and Reporting: Hard copy records of enforcement actions are maintained by the Deputy Commissioner for Securities. Information on enforcement actions is also reported in the media and available on various on-line legal databases (e.g., Lexis, Westlaw). Information is updated continuously and reported twice a year as a supporting indicator.

7. Calculation Methodology: This is a cumulative figure on a fiscal year basis.

8. Scope: Aggregated

9. Caveats: None

10. Responsible Person: Rhonda Reeves, Deputy Commissioner of Securities, 225-925-4660.

PROGRAM NAME: OFFICE OF FINANCIAL INSTITUTIONS

OBJECTIVE I.4: Through 2010, the Securities Division will process 100% of all applications for licenses and requests for authorization of offerings within 30 days of receipt.

Primary persons who will benefit from or be significantly affected by this objective: Broker dealers and investment advisors in Louisiana; general public; federal regulators; legislators

INDICATOR NAME: Number of applications for licenses received for investment advisors, broker dealers, and agents

INDICATOR LaPAS PI CODE: 11638

1. **Type and Level:** Input, Key
2. **Rationale:** This measures the number of issuers of securities, broker dealers, agents, and investment advisors who file applications. It includes all applications from both in state and out of state entities.
3. **Use:** Management uses this information for revenue and manpower projections. This information is reported quarterly as a performance indicator in the operational plan.
4. **Clarity:** There are no unclear terms associated with this indicator.
5. **Validity, Reliability and Accuracy:** The Legislative Auditor conducted a performance audit in 1997. A similar indicator to track the number of applications was used at that time. The Legislative Auditor cited a need for OFI indicators to measure progress towards its objectives. This indicator was retained as an input indicator for a new efficiency indicator to provide measurable data on the timeliness of processing applications. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.
6. **Data Source, Collection and Reporting:** Application data is maintained in OFI's database. The information is input as received. The totals are reported quarterly as a key indicator in the operational plan.
7. **Calculation Methodology:** This figure is a cumulative total of applications received on a fiscal year basis.
8. **Scope:** Aggregated
9. **Caveats:** None
10. **Responsible Person:** Rhonda Reeves, Deputy Commissioner of Securities, 225-925-4660.

INDICATOR NAME: Percentage of applications processed within 30 days of receipt

INDICATOR LaPAS PI CODE: 15831

- 1. Type and Level:** Efficiency, Key
- 2. Rationale:** This measures how well the staff meets the objective of processing the applications within 30 days.
- 3. Use:** Management uses this information to analyze manpower and processing procedures. This information is reported quarterly as a performance indicator in the operational plan.
- 4. Clarity:** Processing means rendering a decision regarding the application.
- 5. Validity, Reliability and Accuracy:** The Legislative Auditor conducted a performance audit in 1997. An indicator to track the number of applications was used at that time. The Legislative Auditor cited a need for OFI indicators to measure progress towards its objectives. This indicator was Implemented following review by the Office of Planning and Budget and the Legislative Fiscal Office to provide measurable data on the timeliness of processing applications. The OFI employee responsible for the accuracy of the reported data is listed in #10 below.
- 6. Data Source, Collection and Reporting:** Application data is maintained in OFI's database. The information is input as received. The percentage is reported quarterly as a key indicator in the operational plan.
- 7. Calculation Methodology:** This percentage represents the total number of applications processed within 30 days divided by the total number of applications received. It is cumulative.
- 8. Scope:** Aggregated
- 9. Caveats:** None
- 10. Responsible Person:** Rhonda Reeves, Deputy Commissioner of Securities, 225-925-4660.